Systems Analysis, Design & Testing Project

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User Stories

User Roles

- Customer (Player)
- Arcade Staff
- Admin/System Operator

Customer Stories

1. **As a customer,** I want to create an account or log in so that I can view my ticket balance and transaction history securely.
2. **As a customer,** I want to automatically receive digital tickets after playing a game so that I don't need to carry paper tickets.
3. **As a customer,** I want to check my current ticket balance from my device or on a kiosk so that I know how many tickets I can redeem.
4. **As a customer,** I want to redeem my tickets at a kiosk or counter so that I can exchange them for prizes.
5. **As a customer,** I want to see my game and redemption history so that I can keep track of my activities and winnings.
6. **As a customer,** I want to use a QR code or smart card to store and access my ticket data so that I can easily interact with arcade machines and kiosks.

Arcade Staff Stories

1. **As a staff member,** I want to securely log in to the system with role-based permissions so that I can perform my tasks without unauthorized access.
2. **As a staff member,** I want to set rules for ticket allocation per game so that the ticket distribution aligns with difficulty and scoring.

3. **As a staff member,** I want to track and update prize stock so that I can ensure availability and set appropriate ticket costs.
4. **As a staff member,** I want to validate tickets during redemption so that I can ensure they are authentic and prevent fraud.
5. **As a staff member,** I want to monitor system performance and activity logs in real time so that I can address any issues with ease.
6. **As a staff member,** I want to receive alerts or notifications for any sort of game maintenance so I can report them and reduce downtime.
7. **As a staff member,** I want to view, modify, or deactivate player accounts so that I can manage the user base with great efficiency.
8. **As a staff member,** I want to generate reports on ticket usage, redemption trends and busiest hours so that I can make data-driven decisions.

Admin/System Operator Stories

1. **As admin,** I want to receive score data from arcade machines so that I can calculate and issue the correct number of digital tickets.
2. **As admin,** I want to verify the authenticity of tickets before allowing redemption so that I can prevent abuse.
3. **As admin,** I want to operate in offline mode and sync data when online so that arcade operations can continue without interruption.
4. **As admin,** I want to ensure all ticket transactions are secure and encrypted so that user data and integrity are always maintained.
5. **As admin,** I want to support a large number of users and devices simultaneously so that the arcade can grow without performance issues.